



Trustee Candidate Pack

Becoming part of the Picker team

Thank you for your interest in becoming part of the Picker team.

At Picker, we work to understand, measure, and improve the areas of health and social care that matter most to people to help achieve our vision of "the highest quality person centred care for all, always". We do this by producing actionable and insightful evidence to help providers deliver better care. If you are passionate about putting people at the forefront of health and care services, then Picker could be the place for you.

Picker is committed to person centredness – and so are Picker people, including our Trustees. Our team feels passionately about our mission, and are proud to work for a charity with our history and international reputation. As a Trustee, it's vital that you have an interest in the work we do and share our values.

This pack is designed to help you get a feel for what Picker do, what your role as a Trustee will be, find out what we're looking for, explain the recruitment process, and help you decide whether you can see yourself as part of our amazing team.

Good luck – and we hope to speak with you soon!



*"the highest quality
person centred care
for all, always"*

Welcome from the Chair



Thank you for your interest in becoming a Trustee of Picker. We are a world class organisation that is undertaking pioneering work. As an international charity committed to promoting and improving person centred care, our vision of 'the highest quality person centred care for all, always' means that we are not restricted to any one health and social care system.

Picker is recognised as one of the pre-eminent sources of intelligence on how to measure and improve health and care quality from the perspective of patients, service users, and the public. Our approach ranges from system-level research to shape health and social care policy through to working with front line staff. Our aim is to understand, measure and improve peoples' experiences of health and social care. Now is an exciting time to join the Board; we have recently taken on new programmes of work that expand our ability to improve services through learning and development and to recognise best practice through an annual awards event, the Picker Experience Network Awards. We are also continuing to develop our portfolio of work in the UK and internationally and have achieved a record turnover in each of the last two years. Overall, there are significant opportunities for us to influence, inspire, and empower the delivery of person centred care.

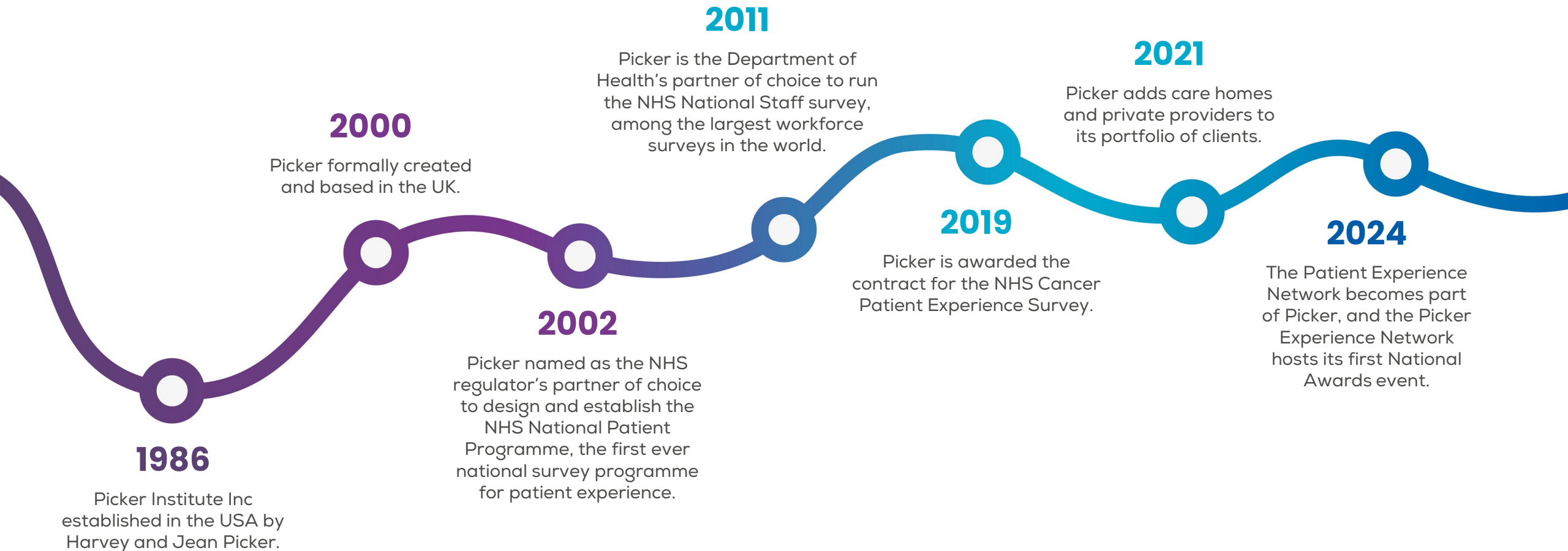
We are now seeking exceptional new Trustees to support the Board and bring their unique set of skills and experience to help further our aims. We are looking for people from a range of sectors who are leaders in their field; big picture thinkers who can also demonstrate a deep, personal commitment to person centred care. We are looking for people with a range of skills, including: communications skills, with experience of raising the profile of a similar sized charity; business development skills with expertise in identifying new opportunities; finance experience with a keen eye for numbers (although you do not necessarily need to be financially qualified); experience as a user of health and care services, as a researcher in health and social care or as a health service practitioner or manager and social care expertise with experience of working in or managing a social care provider or elsewhere in the sector.

For our trustees we are looking for people with a strategic outlook, strong analytical ability, exceptional interpersonal skills, who are naturally collegiate and bring the personal credibility to contribute as part of an engaged and forward-thinking Board. We welcome applicants from all sectors who understand our context and share our passion for improving people's experiences of person centred care. We are ideally looking for people who will have gained some trustee experience although we are open to one of the trustee roles being filled by someone ready to engage at this level. We are committed to widening the diversity of the Board and welcome applications from underrepresented groups.

If you have the experience and qualities we are seeking, we look forward very much to hearing from you.

Angela Coulter, Chair

Our History



Our Picker Principles



Our eight Picker Principles of Person Centred Care underpin everything we do, providing a consistent, evidence-based framework for our work around the globe.

The Principles outline what matters most to those who use care services, and specify the eight key elements which should remain non-negotiable when delivering care.

Our work is driven by public benefit, never by profit, and puts individual needs at the centre of health and social care provision. Our researchers work with policy makers, providers, practitioners, and the public to understand and measure people's experiences of care – and to ensure that these experiences are valued by all.



Fast access to reliable healthcare advice



Effective treatment by trusted professionals



Attention to physical & environmental needs



Continuity of care and smooth transitions



Emotional support, empathy and respect



Involvement and support for family and carers



Involvement in decisions and respect for preferences



Clear information, communication and support for self-care

Who We Work With



We work with healthcare providers, government bodies, charities, academic institutions, pharmaceutical providers, commercial organisations. We are an approved contractor for the Care Quality Commission (CQC).

At every step, we ensure that individuals' needs and preferences are always placed at the heart of health and care policy and practice.

In our work we partner with local experts as well as top-level international organisations to share data, experience, and research in health and social care. Our expertise means that we help engage and empower our clients to build a culture that consistently delivers person centred care for all, always.



Policy Research Unit
Quality, safety and outcomes
of health and social care

Influence • Inspire • Empower



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Picker Values and Culture



Picker DNA defines our shared values, attitudes, and behaviours, shaping how we work together to inspire and deliver person centred care.

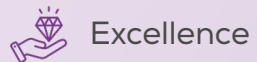


By embodying these principles, we create impact and set clear expectations across our organisation.

- **Lead** – Take responsibility, challenge constructively, speak up, and drive change.
- **Collaborate** – Share success, engage actively, and build trust through support and respect.
- **Inspire** – Take pride in your work, show passion, and motivate those around you.
- **Progress** – Strive for growth, embrace learning, and help clients achieve their goals.



Our Values:



Excellence



Collaboration



Integrity



Valuing diversity

Influence • Inspire • Empower

“ Picker’s vision is of ‘the highest quality person centred care for all, always’. The phrase ‘for all’ here is very important: a commitment to equality and equity is part of our DNA and is etched into everything we do.

We recognise the profound benefits of diversity in our workforce and in our Board of Trustees, and strive to ensure inclusivity in all of our policies and practise. Similarly, we are determined to support the organisations and people that we work with by building understanding of equalities issues in people’s experiences and by promoting more equitable health and care. We are proud of our work with diverse communities. ”

– Chris Graham, Picker CEO



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Work Life



We wanted to tell you a bit about what it's like to work at Picker as an employee.

As a person centred charity, it's really important that we offer a person centred environment in which to work. We offer a range of benefits to our employees including a contributory pension, life assurance, health and wellbeing support, enhanced family pay, enhanced annual leave and company shut down days and training and development opportunities.

We support remote working across the UK – this has benefits for Picker in that we can hire the best people regardless of where they are based and it also has huge benefits for our team's work/life balance.

We have an office in Oxford, which employees are welcome to use as much or as little as they'd like to and currently have employees based across the UK.

We have core hours of 9.30am – 4.30pm Monday to Friday which means we're flexible about when people start and finish their work.

We focus on outputs rather than when or where people do their work.

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The Role of Trustee



As part of the Charity's Board of Trustees, you will be responsible for overseeing the strategic direction, financial management and governance of the organisation to ensure that at every step we are working to improve people's experiences of health and social care services.

To achieve this, you will:

- Ensure that the organisation works within its mission and charitable objectives and is compliant with charity and company law within the jurisdictions within which it is registered and operates.
- Further the charitable objectives of the organisation, including promoting our mission and staying true to our values.
- Ensure that the organisation's policies, practice, performance, and operations are in keeping with our aims and objectives.

Commitment

The full Board of Trustees meets every two months, usually in Oxford or remotely via Microsoft Teams. There may be sub committees, with authority delegated to them by the Board, meeting at other intervals; and staff may seek to consult with you on your particular expertise. Occasionally, you may also be asked to represent Picker at meetings with potential funders or influencers, attend our report or product launches, or work alongside staff at events and receptions. We expect the typical commitment to be around one to two days per month.

Remuneration

This is an unpaid post, though reasonable expenses incurred through performance of duties will be reimbursed.

Main duties and responsibilities

You will be expected to:



Be an active and engaged member of the trustee group



Participate in sub-committees, reflecting trustees' policies or concerns or provide high level input



Occasionally attend our launches and presentations of our work, alongside our staff at events and receptions



Take part in regular board meetings with a frequency of 6 – 8 meetings per year



Interact, respond to and provide constructive challenge to our staff and other board members



Support, coach and help empower our staff to achieve their potential and deliver their goals



Undertake work outside board meetings, eg preparation and reading



Contribute your skills, interests and contacts and support us in fulfilling our mission



Take part in any training sessions provided



Act as an advocate for Picker in your activities in other settings



Occasionally represent Picker at meetings with potential funders or influencers



Fulfil any other duties and assignments as may be required from time to time by the Board

About you



A background in one or more of the following is very desirable for these appointments:

- Communications – with experience of raising the profile of a similar sized charity or organisation to Picker.
- Business development – with expertise in identifying new opportunities to create long term impact.
- Finance experience – with a keen eye for numbers, although you do not necessarily need to be financially qualified.
- Health service – with experience as a user of health and care services, as a researcher in health and social care or as a health service practitioner or manager, whether in the NHS, the private sector, or internationally.
- Social care – with experience of working in or managing a social care provider or elsewhere in the sector.

Experience, knowledge and skills:

- A commitment to the aims and strategic objectives of Picker and the ambitions of its growth strategy.
- A commitment to understanding and using the patient, client, service user, or consumer perspective in health and social care.
- Knowledge and experience of the governance and management principles of a charity registered in England or Scotland (desirable).
- The ability to work supportively with other Trustees, advisers, and executive colleagues to high ethical and professional standards and in line with their legal responsibilities.
- A proven strategic thinker with experience of operating at a senior management level.
- A skilled communicator who is experienced in persuading, influencing, and advising.
- A demonstrable interest in health and/or social care issues and social policy within the UK and/or overseas.
- A commitment to transformational change and learning, improvement and performance.

Application Process

If you like what you've read so far and think you can see yourself as a Trustee at Picker, it's time to apply for a role.

You should send your CV and a detailed supporting statement that fully addresses all criteria listed within the person specification (up to two sides of A4) to us at jobs@pickereurope.ac.uk. Please also include details of two referees who we would be able to contact.

Picker is committed to equality, diversity, and inclusion in all that we do. This includes a commitment to ensuring diversity in our Board of Trustees so that this group reflects a broad and inclusive range of backgrounds and skills. We welcome applicants from diverse communities and backgrounds.

Our interview process for the role of Trustee involves meeting with members of the Board and our CEO and/or HR Manager.

If you'd like to arrange a discussion with our Chair of the Board or CEO prior to applying, please let us know.

Our interviews usually take place via Microsoft Teams.

We'll contact you ahead of your interview to ask if you need any special adjustments to enable you to attend.

Following your interview, we'll aim to give you feedback within a few days.



Frequently Asked Questions

Are there any reasons why I can't become a charity trustee?

The Charity Commission sets out why someone might be disqualified from serving as a trustee of a charity. You can read more about the role of Trustee and eligibility here - <https://www.gov.uk/guidance/charity-trustee-whats-involved>

Who can I contact if I have any questions about the role or require any reasonable adjustments to enable me to apply?

Please contact jobs@pickereurope.ac.uk as a first step – we can help if you need documents in an alternative format, or just want some extra guidance. You can also call us on 01865 208 100 and ask to speak to Sarah Rowe or Nicola Porter.

How long will it take for you to decide if I've got an interview?

Applications for the role of Trustee will be reviewed initially by the CEO and HR Manager. A shortlist of applicants will then be provided to our Appointments and Remuneration Committee for a second short listing process. The length of this process can vary depending on the number of applications we receive. Generally speaking, we will do our best to make a decision and contact applicants within four weeks of the closing date.

When will interviews take place?

Interviews will happen during July via Microsoft Teams.

Will I be notified if my application is successful and will I receive feedback?

Our aim is to respond to everyone who applies for a role to let them know whether they have been shortlisted for interview. Unfortunately we may not always be able to provide feedback at this stage, depending on the volume of applications. We will usually provide feedback to any candidates who attend an interview.

How will my information be used?



The information in your application will be used for the sole purposes of recruitment. You can read our Job Applicants Privacy Policy by scanning the QR code above or following the link below.

[Job Applicants Privacy Notice](#)



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Registered Charity in Scotland: SC045048

Registered Company Limited by Guarantee: 0390816